

Keys for Success for Obtaining an ID Card from this Facility

Directions:

From Folsom: Take the Bradshaw exit, make a left, back over the freeway – at the 5th light you'll make another left, that'll be Goethe road , spelled GOETHE. We are the 3d building on the right. 9800 Goethe Road.

From Sacramento: Take HWY 50 toward Tahoe, get off on the Bradshaw exit, make a right, approx 4 lights down, you'll come to Goethe Road spelled GOETHE. Make another Left. We are the 3rd building on the right. 9800 Goethe Road.

Scheduling an Appointment:

To reduce the potential for long lines and lost time, we request that everyone schedule an appointment prior to arriving at this facility. By scheduling an appointment, should there be a system outage or equipment failure, our staff can contact you and reschedule your appointment, saving you wasted time.

Via telephone: To schedule an appointment via telephone, please call (916) 854-3277 and press 9 when prompted. Our appointment line is staffed between the hours of 7:30 a.m. and 3:30 p.m. Monday through Friday, excluding federal holidays.

If you are calling after hours, please leave your name and number and we'll get right back to you.

Source Documents:

Expired ID Cards: If you are just renewing a Sponsor or dependant ID Card, all we need is the old ID card (unless it's lost) along with the Sponsor.

Note: If you are a recently retired SM, please bring your retirement order.

New Soldiers or Extensions of Enlistment: If you are a new enlisted soldier or you just extended your enlistment, please bring a copy of your completed DD Form 4836 form.

Name Change Due to Marriage or to Add a Dependent:

Marriages: If you just got married, you must provide a copy of the marriage license to add the spouse as a dependant.

Dependent Children: If you are adding children or stepchildren, please bring their birth certificates and marriage license if adding a Stepchild.

Disabilities: If you have been declared 100% disabled by the VA, please bring the letter that verifies your status as issued by the Veterans Administration.

Deceased: If the sponsor or one of the dependants have died, please bring a copy of the death certificate.

Updating Medicare Information: If you need to update your Medicare part A or B on the DEERS system, you need not come to this facility. To update this information please fax a copy of the Medicare cards to: (916) 854-3196.

Address Changes: If you need to update your address in DEERS, and have Internet access, go to www.tricare.osd.mil . If you do not have access to the Internet, please call (916) 854-3273 and press 7 at the prompt to leave the sponsor's SSN and new address. It is critical you speak slowly and clearly.